



Telco Boosts Network Management Efficiency

Network transport management platform helps Enventis centralize operations, increase availability, and control costs.

Customer Name: **Enventis, a subsidiary of HickoryTech (NASDAQ: HTCO)**

Industry: **Telecommunications**

Headquarters: **Mankato, MN**

Number of Employees: **460**

Case Study

Business Results

- Centralized management platform saves time
- Automated processes reduce costs
- Consolidated network alerts increase availability
- Detailed inventory speeds locating assets



Business Challenge

Minnesota-based Enventis provides voice and data telecommunications, network integration, and managed and hosted communications. The company, which merged with HickoryTech in 2005, recognized the need to increase operational efficiency so that it could continue to offer optical transport services at competitive rates.

"To minimize downtime and maintain high levels of customer satisfaction, we had a critical need for a single, networkwide alarm system that not only signaled outages, but was also able to recognize deteriorating components before they failed," says Dan Beddow, director of transport services at Enventis.

With the increasing complexity of its infrastructure, the company also needed a way to gain a single view of the entire network, while still allowing Enventis and HickoryTech teams to access the parts of the network appropriate to each. In addition, the network operations team wanted to be able to automate device inventory searches and network element database backups. These manual processes were becoming increasingly time-consuming and cumbersome.

Solution and Results

Enventis deployed Cisco® Transport Manager (CTM) in 2001 and has updated the technology regularly as software and hardware upgrades were made to network elements and as Cisco introduced new software features to CTM.

"CTM's ability to automate tasks and provide an intuitive, graphical representation of our entire network helps us operate our infrastructure much more efficiently and increase availability," says Beddow.

Automating inventory searches saves the Enventis operations staff several hours per week, time now spent on other tasks. Automated polling of network elements enables Enventis to perform backups daily instead of weekly, enhancing its disaster recovery capabilities. Partitioning network elements increases efficiency and security, allowing one team to manage the entire network while restricting other groups to specific areas.

"CTM consolidates network alarm and performance information so our NOC, engineers and technicians get an instant, accurate snapshot of network health," says Bryce Ofstie, transport

operations engineer at Enventis. "The technology allows us to quickly isolate and resolve problems, which is critical for customer satisfaction and disaster recovery."

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— Dan Beddow, Director of Transport Services, Enventis

Next Steps

"We're very excited about Cisco's Prime Optical offering," says Beddow. "The ability to integrate end-to-end management of traditional transport networks and packet-optical transport means we can continue providing our customers with the latest and most sophisticated network solutions, confident that Cisco will provide the management software we need to ensure quality of service."

Call to Action

For more information about Cisco Transport Manager software, visit www.cisco.com/go/transport.